

Agency Operations Plan 2015-17

Agency:

ND Parks and Recreation

Line of Business: (optional)

State Government

Contact:

Name:	Eric Godel
Title:	IT Coordinator
Phone #:	701-328-5379
Email:	egodel@nd.gov

Technology Strategy:

The mission of the North Dakota Parks and Recreation Department is to provide and enhance outdoor recreation opportunities through diverse parks and programs that conserve the state's natural diversity. Information technology is used extensively to support this mission.

Information technology is used by the department in the following ways:

- Tracking and planning cyclic maintenance in the parks.
- Designing and planning buildings, roads, campgrounds, trails, etc.
- Data collection and mapping for natural resource management including noxious weed management, trails, rare species, etc.
- Information dissemination to the public including informing the public about resources and resource availability, events, safety training, grant availability, etc.
- Providing the public with the ability to make and manage their reservations online.
- Internal communications and information dissemination – Making information easily accessible has helped us to begin standardizing park operations. It allows new ideas and processes to be easily shared.
- Safety training – OHV and Snowmobile online safety training for those who cannot attend a classroom or hands-on class.
- Security and law enforcement in the parks – including CJIS access, radio communications between rangers and other staff in the parks, uniform incident reporting, etc.
- Interpretive programming – Computers are used for many of the presentations and/or in the development of those presentations.
- Training activity, payroll, benefits for employees.
- Financial tracking and planning.
- General administrative tasks.

Technology Infrastructure:

Computers -

- 56 Desktops
- 47 Laptops
- Computers are in 15 different locations across the state and are centrally managed by the IT Coordinator in Bismarck.
- Operating systems - combination of Windows 7 and 8.1.
- Replacement schedule – Every 4 years for both desktop and laptop computers.
- Management – Microsoft System Center, the IT Coordinator from Bismarck travels to the different park locations around the state for setup of replacement cycle computers and for some issue resolution.

Client Software –

- Office productivity software: Microsoft Office on all computers
- Adobe products (including but not limited to Acrobat, Dreamweaver, Photoshop, Illustrator) are used by assigned staff for form design, website work, brochure creation, etc.
- ESRI and Trimble GIS/GPS software (including but not limited to ArcGIS, ArcPad, Trimble Positions) are used in the Natural Resources Division for mapping and field data collection. They also use Biotics, a NatureServe program, to aide in data sharing and conservation.
- AutoDesk products (Infrastructure and Building and Design Suite) are used in the Planning Division for designing and documenting infrastructure, and maintenance and improvement projects in the parks.
- QuickBooks Point of Sale – Used in 6 parks to resale merchandise to the general public.
- Maintenance plans are purchased for most of the client software. There are cases where it is to more cost effective to purchase software upgrades rather than maintain the maintenance. We forgo maintenance agreements in those situations.
- The IT Coordinator provides the primary support for all client software.

Mobile Devices:

- 3 Trimble GeoExplorer 6000 units - 2 at HQ and 1 in the Pembina Gorge.
- 1 Juno 5D at HQ.

Provider for all mobile devices that have the capability listed below is Verizon.

- 21 Smart Cell Phones
- 5 iPads
- 19 cell phones
- 2 MiFi cards - for staff when no internet connection is available.
- 2 PC cards - for connectivity to entrance stations, shops, etc. where wiring is not cost effective.
- Smart phones are provided on a needed bases depending on job requirements. Some staff members choose to bring their own device rather than carry both a personal and work phone. These staff members are responsible for all charges on their personal phones.
- Replacement schedule – as needed.
- Purchasing, replacement, billing and issue resolution for mobile devices is done in the HQ by the IT Coordinator and administrative staff.

Server Applications:

- Online Management System – This is our online reservation system. It was developed by ITD and maintained and hosted by them. The program is used by staff, our call center and the public to make campsite and facility reservations. It is constantly undergoing data updates, bug fixes and upgrades. Issues are handled by HQ staff and the IT Coordinator. If an issue is determined to be a bug, ITD does the fix for it. Upgrades are based on public and staff feedback and suggestions.
- TMA – This is a vendor provided online system hosted by ITD used for cyclic maintenance and equipment tracking. Maintenance: As updates and upgrades become available from the vendor, ITD applies them to the test environment. NDPRD staff test the changes. Once approved updates are moved into production.
- Out of State Snowmobile Permit – Online application hosted by ITD, developed by an outside vendor, updates and bug fixes are provided by ITD. This system is used for purchasing snowmobile permits. Maintenance: minimal.
- Online Recreation Safety Training – Online system for OHV, snowmobile training, and rider permitting. This is a vendor provided system used by groups nationally. North Dakota Game & Fish also uses this vendor for some of their online training. Maintenance: Information updates when necessary, no programming.
- Department Website – Developed and maintained by the IT Coordinator. It is a system to provide information to the public about the parks, events and activities, recreation areas and nature preserves/areas. It includes sections on activities (i.e. hiking, biking, snowmobiling, special events, etc.), natural resources (i.e. flowers, animals, fishing, etc.), OHV and snowmobile safety training, etc. Maintenance: This site is updated on a daily basis by staff and the IT Coordinator.

Planned Activities:

- With the aid to construction costs very minimal, we would like to upgrade more of our parks to ETS 10 for the next biennium. Currently Fort Abraham Lincoln, Lake Metigoshe, and Turtle River State Parks have in place this connection. We will upgrade the following parks, Icelandic, Grahams Island, Fort Ransom, Beaver Lake, Cross Ranch, Lake Sakakawea, Fort Stevenson, and Lewis and Clark to ETS 10. Doing this upgrade will make sure our parks have connectivity for years to come, as expected by the general public.
- Upgrading the network speed will allow us to have Stage-Net wireless available for the public in all of our parks that have a good location (i.e. Visitor Center) as expected with today's technology demands.
- We will be upgrading to Biotics 5 which is the conservation database, currently the database is using obsolete technology. The current version runs on Windows XP and Server 2003 which Microsoft discontinued support, this upgrade is critical to meet the State of North Dakota database and operating system standards.
- Continue to upgrade various park concession sites with QuickBooks Point of Sale, to meet the needs of the general public for sales of product needs at the parks. Without using a computer system there is not enough auditing capabilities for our concession. Point of Sale gives us the capability to ensure what product is in the concession at any given time.
- In-state Snowmobile Registration Program will be budgeting for the system in the 2015-2017 biennium. Currently this is being handled by DOT and they are planning on moving the program to our agency since we handle all the other aspects of snowmobile use. ITD would plan and develop a new system for us to use.

Technologies being considered or investigated:

- A new Point of Sale type system that will work for our parks.
- We may be looking into a new online reservation system. The current program ITD developed meets most of our needs, but there is a lot of other reservation systems out there used by other parks in the nation that we may consider moving to. These systems will give us options that our current reservation system is not capable of providing without extensive programming.